

# CBFS

Community Based Flexible Supports



## 2017 Stakeholder Engagement Sessions

Model Development & System Integration  
Workgroup | Integration and Alignment |  
3/15/2017

# Agenda

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## *I. Agenda Kickoff*

- *Welcome*
- *Today's Goals*
- *Recap*

## II. CBFS Integrated Team Model

## III. System Integration

## IV. Closing Remarks



# I. Agenda Kickoff: Today's Goals

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- 1** Review CBFS Integrated Team Model
- 2** Walk through enrollee experience within care coordination system
- 3** Operational considerations for shared responsibilities

# I. Agenda Kickoff: Today's Goals

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## Consideration for this Session

- What are the roles and responsibilities of each stakeholder in the new care coordination system?

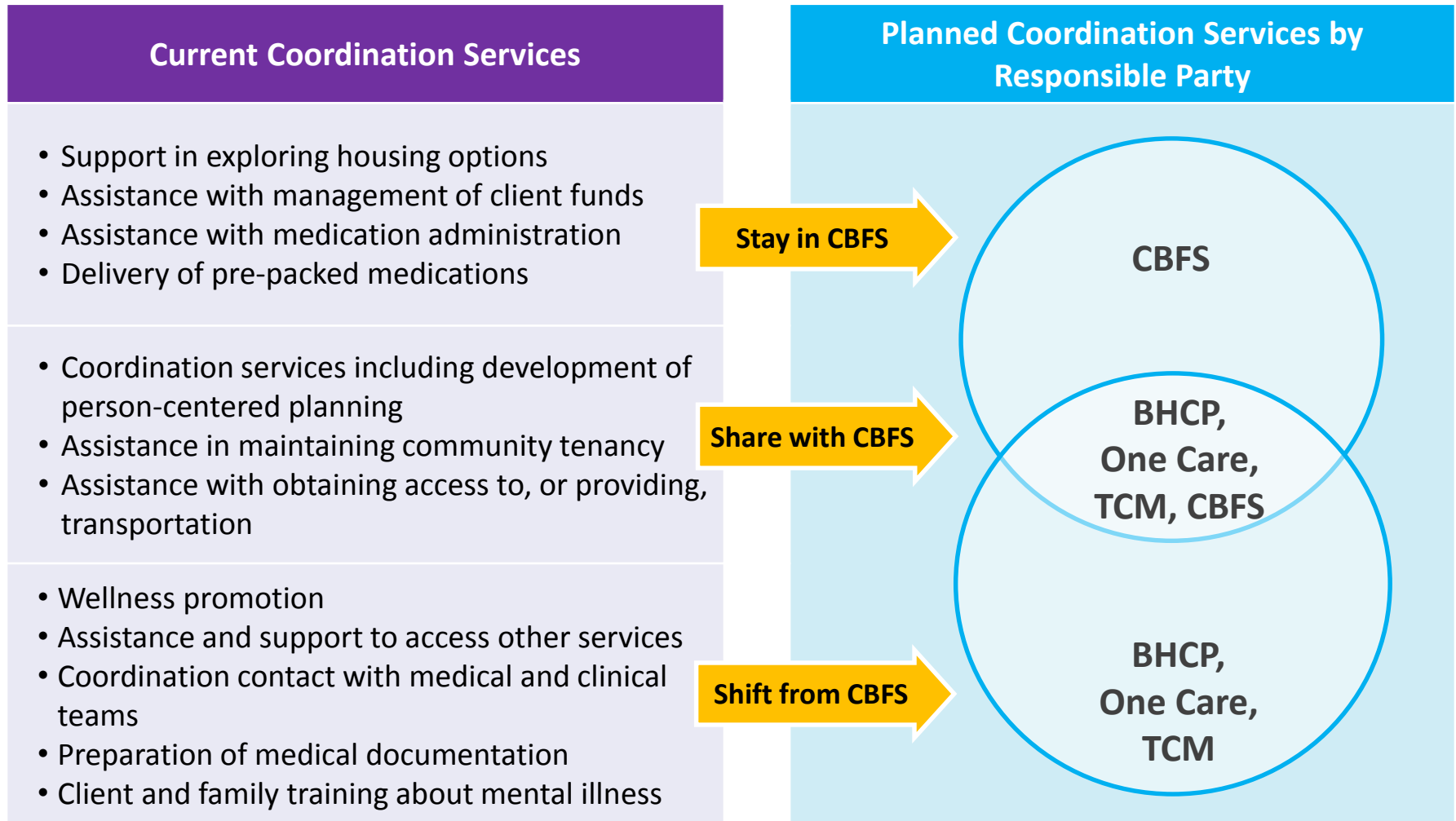


# I. Agenda Kickoff: Recap

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| # | Topic                              | Date                             |
|---|------------------------------------|----------------------------------|
| 1 | Orientation                        | January 11 <sup>th</sup> , 2017  |
| 2 | The Age Continuum                  | January 18 <sup>th</sup> , 2017  |
| 3 | Engagement                         | February 1 <sup>st</sup> , 2017  |
| 4 | Rehabilitation and Treatment       | February 15 <sup>th</sup> , 2017 |
| 5 | Changes in Care Coordination Model | March 1 <sup>st</sup> , 2017     |
| 6 | Integration and Alignment          | March 15 <sup>th</sup> , 2017    |
| 7 | Debrief for Both Workgroups        | March 29 <sup>nd</sup> , 2017    |

# I. Agenda Kickoff: Recap of 3/1/17 – New Care Coordination Model



# I. Agenda Kickoff: Recap of 3/8/17 Accountability Workgroup

## Measurement & Accountability in the Care Coordination Model

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### Key Meeting Takeaways:

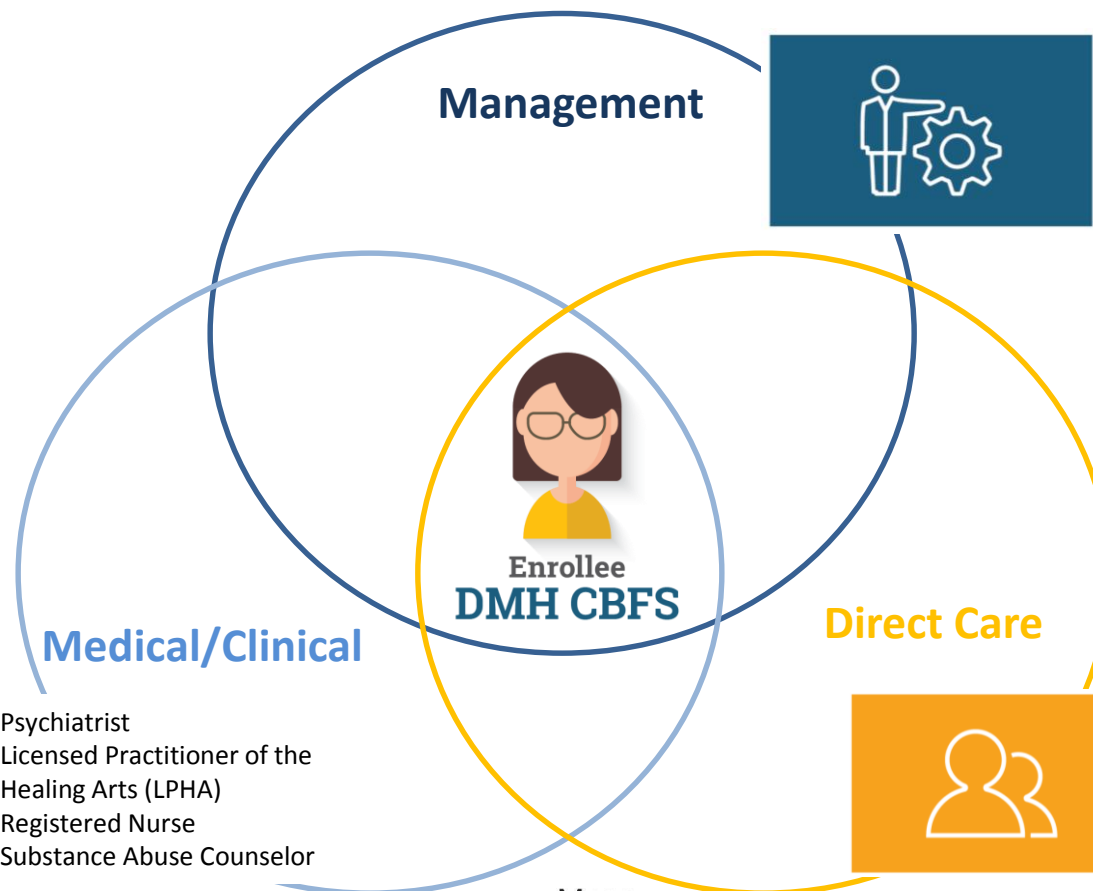
- Clarify accountability for shared functions
  - For families and enrollees, it can be confusing to understand who should be providing what services
- Getting BHCPs "at the table"
  - MassHealth and DMH are committed to a model of shared management
- Important metrics to measure within the delivery model
  - Health & wellness indicators
    - Dental visits, physicals, etc.
  - Hospitalization data
  - Medication reconciliation

## II. CBFS Integrated Team Model



## II. Integrated Service Delivery Team

An integrated team approach will provide clinical accountability and continuity in relationships to ensure enrollee needs are met. Interventions will be delivered by clinical and direct care staff consistent with the treatment plan.



# III. System Integration



### III. System Integration – Example of Critical Time Interventions

“We’ll collaborate with CBFS and work with you to revise your crisis plan. We will also schedule a visit, follow-up with outpatient treaters, and ensure everyone on the team knows your current medications.”

“I just left the hospital and don’t want to go back.”

“We’ll collaborate with BHCP and work with you to revise your crisis plan. Let’s also address your needs transitioning back home including changes to interventions that may need adjustment to prevent future hospitalizations.”



*Note: These examples are intended to illustrate possible scenarios and do not represent definitive actions that will occur by BHCPs, CBFS or enrollees.*

Enrollee

BHCP

CBFS

### III. System Integration – Example of Health and Wellness

“Let me coordinate with your prescriber who may need to see you in person to adjust your medication . I’ll follow-up with CBFS on your medication changes.”

“I want to change my meds so I’m not so tired during the day.”

“I’ll coordinate your goal with your BHCP.”

“Once BHCP notifies us of your medication changes, we will assist you with your medication schedule and check in to understand how the medication changes are working for you..”



*Note: These examples are intended to illustrate possible scenarios and do not represent definitive actions that will occur by BHCPs, CBFS or enrollees.*

Enrollee

BHCP

CBFS

### III. System Integration – Example of Engagement

“We will work with you and your CBFS team to ensure we are all clear about your goals and review your treatment plan.”

“I’ve just been authorized for CBFS services.”

“We look forward to getting to you know you. We will focus on a short term goal to achieve and will coordinate with your BHCP to ensure that we are consistent.”



*Note: These examples are intended to illustrate possible scenarios and do not represent definitive actions that will occur by BHCPs, CBFS or enrollees.*

Enrollee

BHCP

CBFS

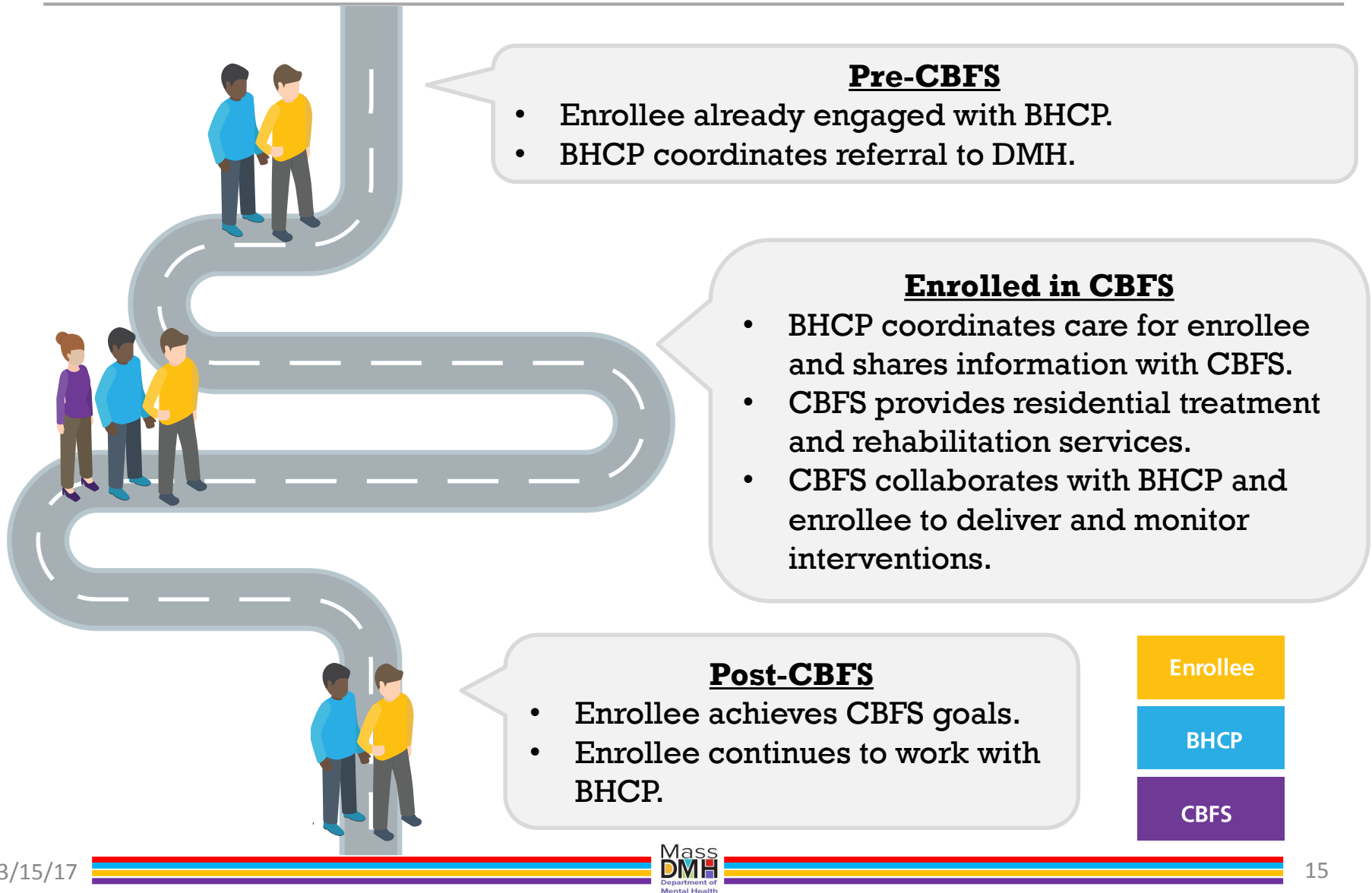
### III. System Integration – Families as members of the team

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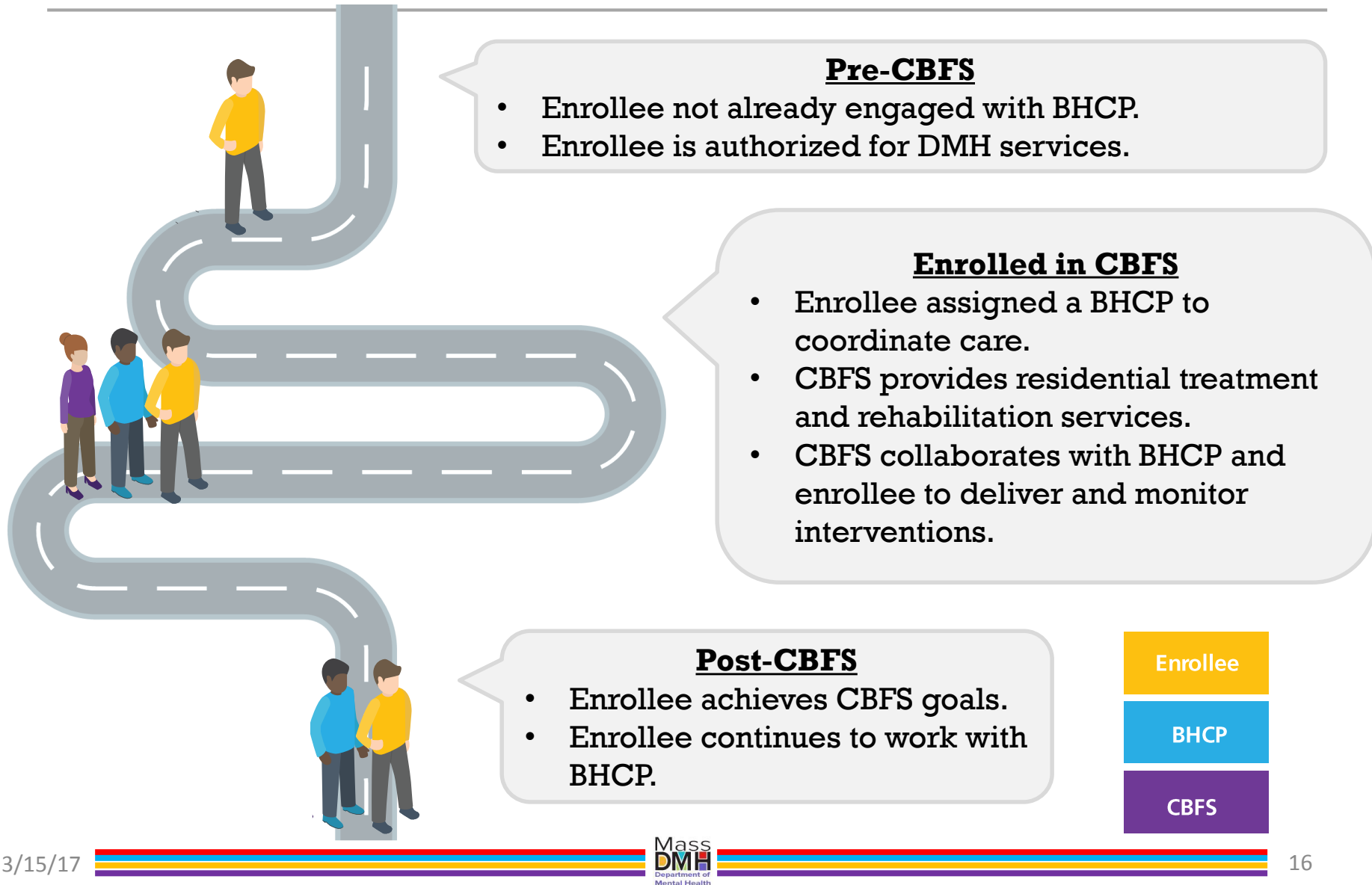


- What are your suggestions to accomplish good communication with family members across CBFS and BHCPs?
- How can the system prevent confusion or duplication for families in working with both entities?
- How will each entity ensure that the family has a role at each stage in the treatment process (as the enrollee desires)?

# III. System Integration – Engaged with BHCP



# III. System Integration – Not Engaged with BHCP



### III. System Integration

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Considering the structure of the CBFS service delivery team, what would shared management between CBFS and the BHCP involve?

Based on your experience, what do all stakeholders need to consider to ensure successful system integration that best meets enrollee needs?



# IV. Closing Remarks



## IV. Closing Remarks

### *Model Development and System Integration Workgroup*

- Debrief of Today's Meeting
- Outstanding Questions
- Next Meeting:  
Westborough State Hospital  
Hadley Building (Rodriguez Auditorium)  
167 Lyman St, Westborough MA 01581  
Date: Wednesday, March 29, 2017  
Time: 9:30-11:30 A.M.
- **Next Topic:**
  - **Debrief for Both Workgroups**
    - Recap stakeholder workgroup expectations and goals
    - Review the new CBFS model
    - Review key developments of each workgroup

| March 2017 |         |                  |          |        |
|------------|---------|------------------|----------|--------|
| MONDAY     | TUESDAY | WEDNESDAY        | THURSDAY | FRIDAY |
| 27         | 28      | 01<br>DMH Hadley | 02       | 03     |
| 06         | 07      | 08               | 09       | 10     |
| 13         | 14      | 15<br>Framingham | 16       | 17     |
| 20         | 21      | 22               | 23       | 24     |
| 27         | 28      | 29<br>DMH Hadley | 30       | 31     |